

**CITY OF MOUNTAIN VIEW RECREATION DIVISION
POLICIES REGARDING PARTICIPANT USE OF THE SENIOR CENTER**

The mission of the Senior Center is to provide programs that meet individual needs of seniors; create a sense of ownership in the Center; promote personal growth and socialization; and foster feelings of achievement, companionship and well-being.

The Senior Center is not a day-care facility for seniors. All participants must independently maintain bodily functions and proper hygiene. Participants with advanced confusion/memory impairment must be accompanied by a responsible attendant at all times. Examples of advanced confusion/memory impairment include when a participant does not know his/her name, location of home, reason for being at the Senior Center or how to get home.

Staff is not available to provide one-on-one supervision to seniors who are unable to care for themselves. Should staff observe a situation which makes a participant's need for individual care apparent, staff will notify the participant's family/caretaker, and inform them the participant may only attend the Senior Center with a responsible attendant.

Participants of the Senior Center are encouraged to:

- Sign-in upon arriving to the facility at either the front or back entrance.
- Participate in social service, educational and recreational programs.
- Socialize with other participants.
- Obtain information and referrals for needed services.
- Voice ideas and concerns regarding programs.

The following policies promote healthy, enjoyable and safe use of the Mountain View Senior Center for all participants:

1. Treat others with courtesy and respect.
2. Refrain from use of abusive language, inappropriate physical contact or harassment of participants and staff.
3. Attend any required program orientations, including specific guidelines for use of facility equipment.

4. Follow guidelines for use of facility equipment.
5. Follow rules of any programs or classes participant attends.
6. Refrain from the consumption of alcohol on the premises.

Failure to comply with these policies will result in:

First Occurrence: Participant receives a verbal warning that there has been a violation of Senior Center policies.

Second Occurrence: Participant must not attend the Senior Center for one (1) week, beginning on the date of the occurrence.

Third Occurrence: Participant must not attend the Senior Center for six (6) months, beginning on the date of the third occurrence. Within five (5) business days, staff will send participant a letter listing the policy violations and the date the participant may return to the Center.

Fourth Occurrence: Participant is not allowed to attend the Senior Center. Staff will send the participant a letter listing the policy violations resulting in expulsion from the Center.

If the participant feels he/she has been treated unfairly by staff at the Senior Center, the participant may request a meeting with the Recreation Supervisor and Recreation Manager. This request must be in writing and delivered to the Recreation Manager, 201 South Rengstorff Avenue, Mountain View, California, 94040, within seven (7) days of the date the policy violation occurred. The Recreation Manager and Recreation Supervisor will meet with the participant within five (5) business days of receipt of the request and respond to the participant in writing within five (5) business days of the meeting.

If the participant feels he/she has been treated unfairly by the Recreation Supervisor and Recreation Manager, the participant may request a meeting with the Community Services Director. This request must be in writing and delivered to the Community Services Director, 201 South Rengstorff Avenue, Mountain View, California, 94040, within seven (7) days of the hearing with the Recreation Supervisor and Recreation Manager. The Community Services Director will meet with the participant within five (5) business days of receipt of the request and respond to the participant in writing within five (5) business days of the meeting. The decision of the Community Services Director is final.

The participant will not be allowed to attend the Senior Center until the conclusion of the meeting process with the Recreation Supervisor, Recreation Manager and Community Services Director, or until the time of the suspension from the Senior Center has expired, whichever occurs first.

MP/5/CSD
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